Relay Texas

FCC Annual Consumer Contact Log

Relay Texas Customer Service handled customer contacts regarding a variety of issues, including:

- Customer database profiles
- Technical issues
- Operator performance
- Informational materials
- Customer commendations

Each request from a relay user is given full attention and every effort is made to satisfy the customer. Sprint prepares and submits the Federal Communications Commission (FCC) Annual Consumer Contact Log Report to the Texas Public Utility Commission administration, which, in turn, submits the report to the FCC. For this fiscal year, statistics are as shown in Figure 4.

Fig. 4: Consumer Contacts			
Month	Commendations	Complaints	Inquiries
Sept.	17	2	187
Oct.	25	4	247
Nov.	26	2	170
Dec.	24	8	159
Jan.	28	3	176
Feb.	8	2	192
March	26	2	226
April	14	6	191
May	17	4	215
June	24	0	255
July	21	2	235
Aug.	10	1	208
TOTAL	240	36	2,461

CapTel

The following charts indicate the trends of the annual total number of conversation minutes.

Conversation Minutes

A breakdown of monthly minutes is shown in Figure 5. This fiscal year's CapTel conversation minutes totalled 2,371,361 CapTel, an increase of 35.3% from last year.

See appendix for CapTel statistics.

| Fig. 5: CapTel Conversation Minutes			
Sept.	202,925	March	196,257
Oct.	216,368	April	189,417
Nov.	201,481	May	182,399
Dec.	217,751	June	191,484
Jan.	209,373	July	189,563
Feb.	187,454	Aug.	186,889

Call Volume

A total of 817,703 CapTel calls were generated in this fiscal year. A breakdown of monthly call volume is indicated in Figure 6.

Fig. 6: CapTel Call Volume			
Sept.	69,446	March	66,615
Oct.	72,469	April	65,010
Nov.	67,465	May	64,343
Dec.	72,841	June	68,411
Jan.	68,300	July	71,878
Feb.	62,004	Aug.	68,921

Fig. 7: CapTel Call Origination
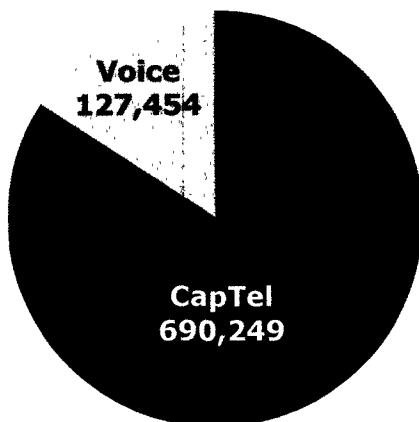
Voice 127,454

CapTel 690,249

Call Origination

Figure 7 indicates that most Relay Texas CapTel calls were initiated by CapTel users.

FCC Annual Consumer Contact Log

Annually, Sprint prepares and submits the mandatory Federal Communications Commission an annual Consumer Contact Log Report on both TRS and CapTel to the Texas Public Utility Commission, which, in turn, submits the report to the FCC.

Outreach Education

Relay Texas products and services again were promoted via the Relay Texas website, brochures, instructional and marketing flyers, e-mails, and at community events. A newsletter offering CapTel tips, announcements, and other helpful CapTel information was also distributed to CapTel consumers.

CapTel Public Service Announcement

Between March 15 and June 4, Relay Texas promoted CapTel by broadcasting a televised public service announcement 3,623 times in cities such as:

- Abilene-Sweetwater
- Amarillo
- Austin
- Beaumont-Port Arthur
- Corpus Christi
- Dallas
- Houston

- Lubbock
- Odessa-Midland
- San Angelo
- San Antonio
- Tyler-Longview
- Victoria
- Waco-Temple-Bryan

Airings took place during high-visibility programs on major networks, including:

- KTXS news (morning and afternoon)
- Good Morning America
- The View
- Dr. Oz
- Dr. Phil
- The Ellen DeGeneres Show
- Channel 10 News (morning and afternoon)
- Judge Joe Brown
- Are You Smarter Than A 5th Grader?

- KVUE news (afternoon)
- 3 News (morning and afternoon)
- News 8 (midday and early evening)
- CBS 11 News (morning and afternoon)
- CBS 7 News (morning and afternoon)
- KSAT 12 News (midday and early evening)
- News 10 (morning and afternoon)

Outreach Activities

Relay Texas promoted relay service awareness by providing demonstrations, presentations and materials to various groups throughout the state. All TRS and CapTel products and services as well as Sprint Relay products and services where feasible, were promoted.

During this fiscal year, outreach education was provided by the Relay Texas outreach staff, subcontractors and the Sprint Relay
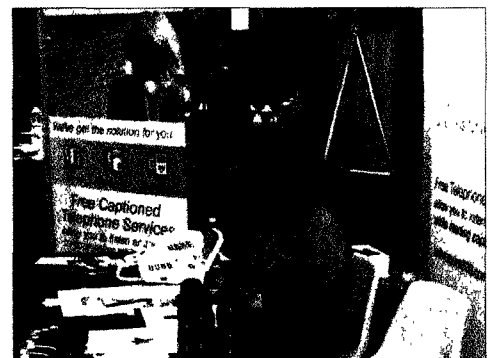
team. Outreach activities included exhibitions and/or presentations at the:

- Texas School for the Deaf Homecoming in Austin
- Town hall meetings in various cities
- Texas Assistive Technology Conference in San Antonio
- Abilities Expo in Houston

See appendix for a complete listing of all outreach activities.

Literature

Brochure
A 12-page brochure was created about the various relay services that Relay Texas provides.
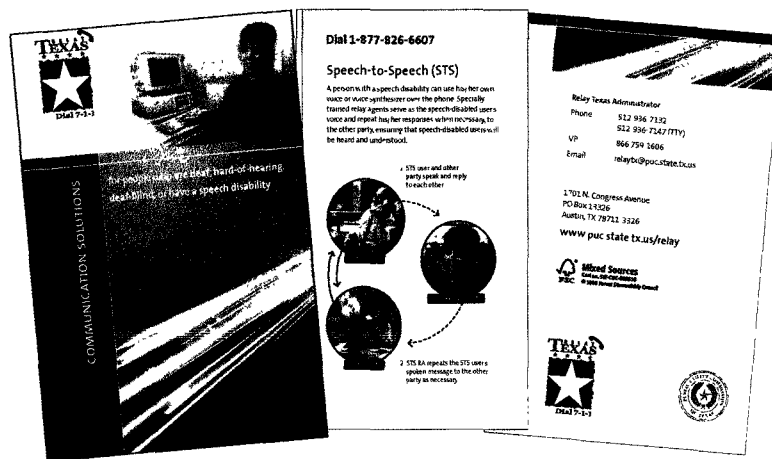
Flyers
Two "Don't Hang Up" flyers were created. The first explained relay services to hearing persons and businesses, and the other provided tips to deaf and hard of hearing persons about how to work with people and businesses unfamiliar with relay services.
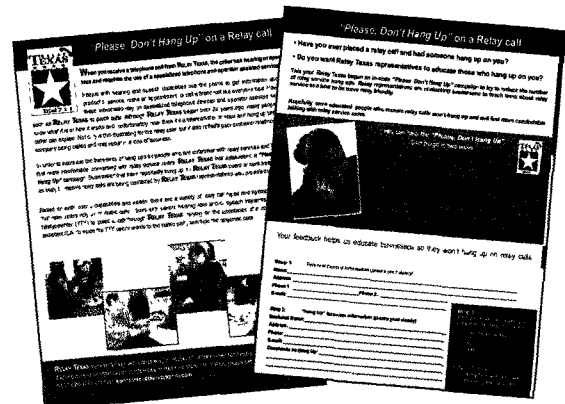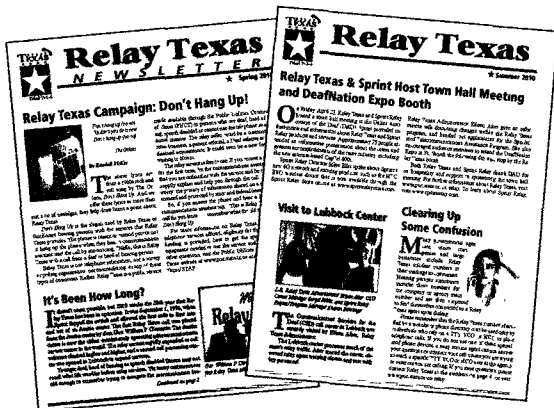
Relay Texas Newsletters

In March and August, a Relay Texas newsletter was developed and disseminated to relay users. Each issue contained Relay Texas news, relay tips, interviews with a relay agent, comments from the Relay Texas administrator, and other relevant topics.

CapTel Newsletter

A newsletter offering CapTel tips, announcements, and other helpful CapTel information was also distributed to subscribers.
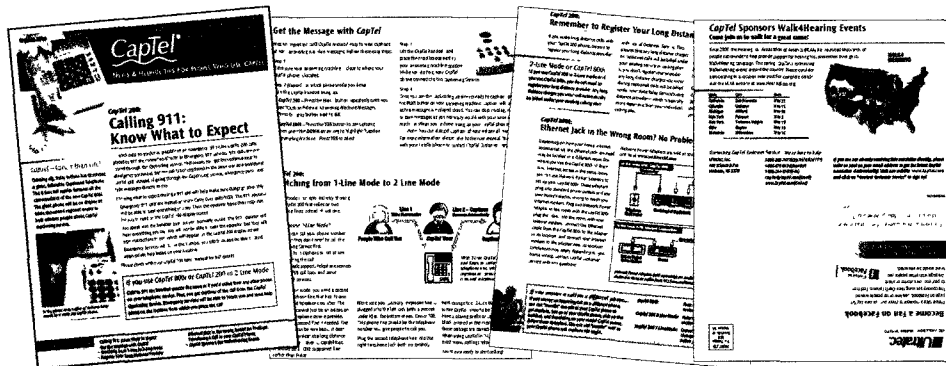
Website

Development of the Relay Texas website, at www.relaytexas.com, began in the Spring of 2010 and was launched in September 2010. This stand-alone website displays a modern appearance and provides increased information on all relay products and services. An overview of the Specialized Telecommunications Assistance Program (STAP) is also provided, with contact information.
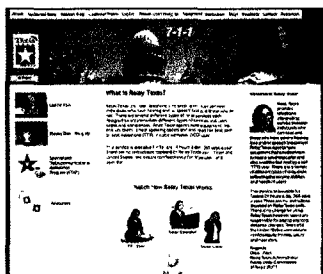
Sprint Relay Enhancements

CapTel Enhancements

Website

A new CapTel website was created in April 2010 that is dedicated to all of Sprint's national captioned telephone services. The website, found at www.sprint800.com, also showcases the latest Sprint has to offer, including Sprint CapTel 800i and WebCapTel, with continuous updates.
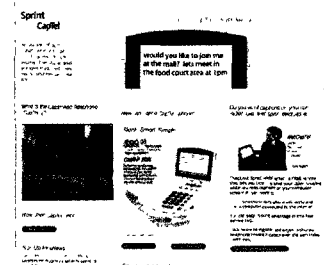
Sprint

CapTel

Sprint Relay's CapTel website

CapTel Logo

In early spring 2010, to differentiate from "Sprint" and "Sprint Relay," a stand-alone CapTel logo was created to help consumers receive information about CapTel quicker.

WebCapTel®

Sprint expanded its Internet service offerings for CapTel® during 2009, providing:

- CapTel 800i, a brand-new CapTel phone that utilizes the Internet to deliver captions.
- WebCapTel on the Go for iPhone, Windows Mobile 6.0 devices and BlackBerry Smartphones with OS 4.6 or higher.
- WebCapTel 2.0, a redesign of the Sprint WebCapTel website.

CapTel 800i

Video Relay Services

The FCC authorizes video relay services (VRS). Relay providers are reimbursed by the Interstate TRS Fund for intrastate and interstate minutes generated, which is administered by the National Exchange Carriers Association (NECA).

The State of Texas currently does *not* pay for VRS.

VRS Software

As of March 2010, Sprint Relay customers can download Sprint Video 4G software at no charge.
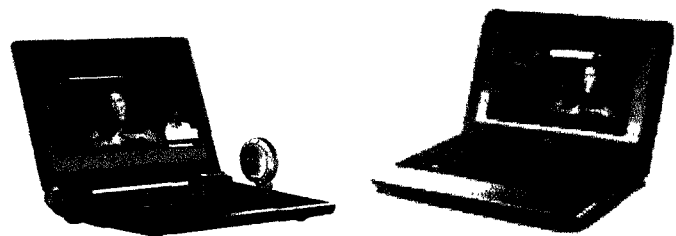
FCC Updates

Sprint continues to maintain open communication with FCC and NECA, and awaits an official announcement on potential billing changes.

FCC's Ten-Digit Numbering Mandate

The FCC determined that, beginning December 31, 2008, persons with hearing and speech disabilities using Internet-based TRS such as VRS or IP Relay must be able to obtain 10-digit telephone numbers. The FCC adopted this requirement in conjunction with 911 call-handling requirements for VRS and IP relay providers.

On December 8, 2008, Sprint implemented 10-digit numbering for VRS. The FCC extended the registration period for consumers to November 12, 2009. There is a registration website available to VRS users who wish to establish their user profiles and obtain 10-digit numbers through Sprint. Per the FCC mandate, unregistered VRS users may still place emergency calls using any VRS provider.

Video Mail

There are three different ways for relay users to access video mail messages.
1. E-mail attachments (WMV and 3GP)
2. Web-based customer profile
   a. Access to video mail via My Mail
   b. Default or customized text message for video interpreters
3. Sprint Video 4G software
   a. Customized video greeting message
   b. Individual PIN to access mailbox
   c. Access to video mail messages via mailbox

IP Relay

During this fiscal year, Sprint added the following services and features:
- Sprint IP using Google Talk.
- Address book and speed dialing for Sprint IP using AIM and Sprint IP using Google Talk.
- Website for users to register for service and local phone numbers for each product; this website is at www.mysprint-relay.com.
- Voice-to-Sprint IP Relay customers via 10-digit local phone numbers.
- Voice-to-AOL AIM Relay customers via 10-digit local phone numbers.
- Voice-to-Google Talk Relay customers via 10-digit local phone numbers.
- E911 service for Sprint IP, Sprint IP via AIM and Sprint IP via Google Talk.
- Identity and address verification process for Sprint-registered users.
- Systems that allow users who have registered with any relay provider to make non-emergency IP and IM relay calls.

Sprint also has complied with all applicable FCC requirements, as clearly stated on its website (at right).

IP Relay

The FCC authorizes Internet Protocol (IP) relay. Relay providers are reimbursed by the Interstate TRS Fund for intrastate and interstate minutes generated, which is administered by the NECA.

The State of Texas currently does **not** pay for IP Relay services.
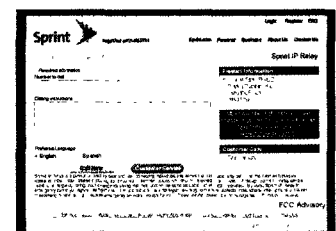
Sprint Relay's IP Relay website

Wireless Devices and 4G Network

Wireless Devices

The BlackBerry product line is just one of several that Sprint Relay offers with a data-only plan for $29.99 a month for deaf or hard of hearing people. The HTC EVO 4G has a low monthly price plan of $39.99 for deaf or hard of hearing customers.
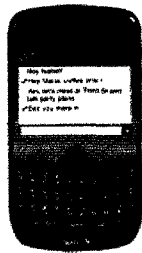
BlackBerry	*Dell® Mini 1012 Netbook*	*HTC EVO*
Curve 8530	*with U301 3G/4G Modem*	*4G Android*

4G Network

Sprint is proud to be the first (and to date, only) carrier to provide 4G capabilities in various cities; Baltimore was the first city to enact a 4G network. The new U300 modem provides on-the-go Internet access and faster VRS, e-mail and web browsing, with wireless-like connectivity on the Sprint 4G network. With nationwide coverage through the 3G Sprint Mobile Broadband Network when outside the Sprint 4G network areas, customers can access greater Internet speed on trains, in autos, and at airports. For more information and areas of 4G coverage, visit www.sprintrelaystore.com/4g.htm.

Other Products and Services

To learn about the multitude of Sprint Relay products and services, visit www.sprintrelay.com.

Sprint Relay Team

Sprint Public Sector – Federal and State Government

William P. White
Vice President –
Federal Programs

Mike Ellis
National TRS Director

Sprint Austin Call Center
Scott Demarest
Operations Manager

Olivia Dominguez
Administrative Assistant

Relay Program Management
John Moore
Branch Manager

Angie Officer
Senior RPM

Missy McManus
Relay Program Manager

Marketing and Product Development
Damara Paris
Branch Manager

Mark Tauscher
Relay Texas Outreach Manager

David Strom
CapTel Manager

Corporate Sales
Maggie Schoolar
Branch Manager

Dottie Cartrite
Corporate Sales Manager

Billing
Kris Owara
Analyst

Wireless Sales
Art Moore
Account Executive

Customer Service
Brian Adamson
Supervisor

Appendices

TRS Statistics

Billable Minutes (Account Summary)	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	July	Aug.	TOTAL
Total Conversation Minutes	181,112	192,063	166,239	177,870	175,042	160,683	172,347	158,006	161,151	158,582	155,975	155,631	2,014,701
Less Interstate	8,715	8,506	8,566	8,258	8,259	7,938	8,577	9,024	11,247	9,467	10,903	12,307	111,767
Less International	192	149	219	253	237	220	95	201	193	142	110	67	2,078
Less Toll-Free (51%)	20,074	22,823	20,488	20,096	21,749	18,622	20,357	17,376	16,639	19,542	18,645	18,929	235,340
Less Interstate DA	27	9	14	59	33	41	20	17	63	32	91	96	502
Less 900 (51%)	0	0	0	0	0	0	0	0	0	0	0	0	0
Less Test Calls	0	0	0	0	0	0	0	0	0	0	0	0	0
STS Billable Minutes	1,677	1,145	1,977	2,067	2,242	1,965	1,841	2,290	1,804	981	1,417	1,104	20,510
TOTAL Billable Minutes	153,781	161,721	138,929	151,271	147,006	135,827	145,139	133,678	134,813	130,380	127,643	125,336	1,685,524
NUMBER OF TOTAL CALLS (SGACB101-3-REG does not include STS)													**AVERAGE**
(Billable)													
Local	32,417	33,159	27,697	30,517	29,449	27,949	29,605	30,101	32,037	30,722	33,103	28,194	30,413
Intrastate	1,705	1,573	1,634	1,705	1,425	1,311	1,280	1,348	1,507	1,226	1,177	1,198	1,424
Intrastate Toll-Free	2,095	2,243	1,964	2,060	1,949	1,768	1,944	1,823	1,701	1,975	1,823	1,823	1,931
900 Pay Per Call	0	0	0	0	0	0	0	0	0	0	0	0	0
Intrastate DA	109	141	150	151	142	149	164	159	147	138	110	121	140
General Assistance	0	0	0	0	0	0	0	0	0	0	0	0	0
Intrastate Busy Ring/ No Answer	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	36,326	37,116	31,445	34,433	32,965	31,177	32,993	33,431	35,392	34,061	36,213	31,336	33,907
(Non-Billable)													
Interstate	1,537	1,815	1,613	1,463	1,447	1,378	1,405	1,493	1,780	2,065	3,192	4,002	1,933
Interstate Toll-Free	2,180	2,335	2,044	2,145	2,028	1,841	2,024	1,897	1,770	2,056	1,898	1,898	2,010
International	28	41	41	58	58	36	23	41	20	25	27	30	36
Interstate DA	9	8	8	10	18	15	12	15	17	59	36	46	21
900 Pay Per Call	0	0	0	0	0	0	0	0	0	0	0	0	0
Interstate Busy Ring/ No Answer	0	0	0	0	0	0	0	0	0	0	0	0	0

	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	July	Aug.	TOTAL
TOTAL	3,754	4,199	3,706	3,676	3,551	3,270	3,464	3,446	3,587	4,205	5,153	5,976	3,999
Total Relay Calls	40,080	41,315	35,151	38,109	36,516	34,447	36,457	36,877	38,979	38,266	41,366	37,312	37,906
(Account Summary and Traffic Patterns)													AVERAGE
Average Length of Call (Mins.)	3.59	3.68	3.76	3.74	3.82	3.59	3.76	3.33	3.12	3.07	2.65	3.12	3.41
Total # of Calls	158,685	138,825	123,968	127,895	125,384	111,409	117,471	117,764	121,006	129,358	137,744	126,689	128,017
Total # of Inbound Calls	142,808	121,160	110,029	113,827	111,790	98,842	103,813	104,705	106,742	114,051	120,626	108,976	113,114
Total # of Outbound Calls	50,395	52,125	44,247	47,532	45,794	44,798	45,798	47,427	51,685	51,629	58,843	49,909	49,182
Total Completed Calls	40,080	41,315	35,151	38,109	36,516	34,447	36,457	36,877	38,979	38,266	41,366	37,312	37,906
NUMBER OF CALLS TO RELAY (DELAYED CALL REPORT)													**AVERAGE**
Offered	144,951	122,955	110,551	113,715	111,986	100,537	105,234	106,531	108,525	115,756	122,651	110,450	114,487
Answered	141,417	119,899	108,955	112,284	110,387	97,824	102,145	103,409	105,552	112,982	119,480	107,923	111,855
In Queue	144,951	122,955	110,551	113,715	111,986	100,537	105,234	106,531	108,525	115,756	122,651	110,450	114,487
Abandoned in Queue	3,534	3,056	1,596	1,431	1,599	2,713	3,089	3,122	2,973	2,774	3,171	2,527	2,632
SPEED OF ANSWER (ASA and SVL)													**AVERAGE**
Service Level	93%	94%	97%	97%	97%	95%	95%	95%	95%	95%	95%	94%	95.2%
Monthly Avg.	1.9	1.7	0.9	0.8	1.0	1.4	1.4	1.4	1.3	1.4	1.6	1.8	1.38
CUSTOMER CONTACTS													**TOTAL**
TRS													
Complaints	2	4	2	8	3	2	2	6	4	0	2	1	36
Commenda-tions	17	25	26	24	28	8	26	14	17	24	21	10	240
Inquiries/ Other	187	247	170	159	176	192	226	191	215	255	235	208	2,461
Total	206	276	198	191	207	202	254	211	236	279	258	219	2,737

CapTel Statistics

	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	July	Aug.	Average	Total
Billable Minutes	166,966	176,790	165,384	180,043	173,796	156,724	163,048	156,156	151,627	158,222	158,729	156,311	163,649	1,963,794
CapTel Traffic Patterns														
Data In	60,195	62,618	58,717	63,242	59,565	54,193	57,693	52,218	51,352	55,064	59,024	56,368	57,521	690,249
Voice In	9,251	9,851	8,748	9,599	8,735	7,811	8,922	12,792	12,991	13,347	12,854	12,553	10,621	127,454
Total Calls	69,446	72,469	67,465	72,841	68,300	62,004	66,615	65,010	64,343	68,411	71,878	68,921	68,142	817,703
Number of Calls by Each Traffic Pattern														
900	2	4	1	2	4	4	4	7	6	3	5	3	4	45
Answering Machine	557	519	410	471	455	417	473	441	411	377	421	418	448	5,370
General Assistance	4,611	4,538	4,045	4,209	4,100	4,190	4,253	4,107	4,614	5,939	10,655	9,887	5,429	65,148
2-Line	5,122	5,375	4,965	4,866	4,685	4,354	4,910	4,708	4,162	4,367	4,430	4,833	4,731	56,777
International	175	165	192	268	230	183	136	116	44	39	49	58	138	1,655
Inter-state	3,926	4,210	3,763	4,019	3,416	3,181	3,588	3,602	3,765	3,754	3,374	3,008	3,634	43,606
Intra-state	49,690	51,910	48,931	53,850	50,297	45,202	48,522	46,569	46,513	48,806	47,473	45,827	48,633	583,590
Others	1,983	1,884	1,751	1,614	1,575	1,470	1,633	1,947	1,674	1,631	1,786	1,544	1,708	20,492
Toll-Free	3,380	3,864	3,407	3,542	3,538	3,003	3,096	3,513	3,154	3,495	3,685	3,343	3,418	41,020
Total Calls	69,446	72,469	67,465	72,841	68,300	62,004	66,615	65,010	64,343	68,411	71,878	68,921	68,142	817,703
Total Conversation Minutes														
900	0	0	0	0	1	0	0	0	0	0	0	0	0	1
Answering Machine	750	675	584	594	583	610	649	517	554	511	505	571	592	7,102
General Assistance	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2 Line	17,327	19,781	18,093	17,803	16,776	14,844	16,831	15,592	12,677	13,595	14,558	16,330	16,184	194,208
International	927	1,314	1,275	1,198	846	427	372	346	79	96	164	128	598	7,171
Inter-state	22,642	24,656	22,891	23,772	22,151	20,030	21,858	21,451	20,748	22,108	19,196	18,929	21,703	260,431
Intra-state	136,245	143,811	136,343	149,973	144,559	131,668	135,078	128,616	128,744	133,474	132,233	129,048	135,816	1,629,792
Others	4,475	3,715	2,802	3,273	3,408	2,934	3,570	3,779	2,832	2,949	3,546	2,813	3,341	40,095
Toll-Free	20,560	22,417	19,493	21,138	21,049	16,941	17,898	19,116	16,766	18,750	19,362	19,071	19,380	232,561
Total Conversation Min	202,925	216,368	201,481	217,751	209,373	187,454	196,257	189,417	182,399	191,484	189,563	186,889	197,613	2,371,361
Monthly Call Report														
AVG Conver-sation Min	2.92	2 99	2 99	2 99	3 07	3 02	2.95	2.91	2.83	2.80	2 64	2 71	2 90	35
ESN Count	1484	1509	1461	1481	1425	1354	1395	1388	1390	1397	1360	1328	1,414	16,972
Highest User Conv. Time	2,723	3,297	2,644	3,527	2,522	3,479	3,338	3,077	2,760	2,780	2,574	2,601	2,943	35,322
SVL with Aban	99.2%	99 0%	99 2%	97 1%	98 8%	98 9%	98.6%	99 4%	99 7%	99 6%	99 4%	99 3%	99 0%	
ASA	0 47	0.49	0.45	0.83	0 56	0 54	0 58	0 45	0 40	0 41	0 45	0.49	0 51	

	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	July	Aug.	Average	Total
Blockage	0	0	0	0	0	0	0	0	0	0	0	0	0	
Customer Contacts														
CapTel														
Complaints	0	2	0	0	1	4	3	1	5	5	10	0	3	31
Commenda-tions	4	1	3	7	2	3	3	2	4	1	1	1	3	32
Inquiries	120	88	65	58	43	42	45	52	81	59	81	45	65	779
Distribution														
Inter-state Billable Min	22,642	24,656	22,891	23,772	22,151	20,030	21,858	21,451	20,748	22,108	19,196	18,929	21,703	260,431
Less Toll Free (51%)	10,485	11,433	9,941	10,781	10,735	8,640	9,128	9,749	8,551	9,562	9,874	9,726	9,884	118,605
Less Two Line Session Min (11%)	1,906	2,176	1,990	1,958	1,845	1,633	1,851	1,715	1,395	1,495	1,601	1,796	1,780	21,361
Less International	927	1,314	1,275	1,198	846	427	372	346	79	96	164	128	598	7,171
Billable to Texas	166,966	176,790	165,384	180,043	173,796	156,724	163,048	156,156	151,627	158,222	158,729	156,311	163,649	1,963,794
NECA Billable Minutes	33,127 65	36,088.40	32,832 39	34,552.24	32,885 57	28,670 15	30,985 97	31,200.04	29,298.54	31,670 91	29,070 02	28,654 96	31,586.40	379,037
September 2009 - August 2010	166,966	176,790	165,384	180,043	173,796	156,724	163,048	156,156	151,627	158,222	158,729	156,311	163,649	1,963,794

Outreach Activities

Event	Location	Customer Segment
Texas School for the Deaf Homecoming	Austin	Deaf
Austin Independent School District	Austin	Hearing
Deaf Awareness Week (Baptist Church)	Austin	Deaf, Hard of Hearing, Hearing
Wells Fargo Bank	Austin	Hearing
Town Hall Meeting	Corpus Christi	Deaf, Hard of Hearing, Hearing
Taste of Technology	Austin	Deaf Hard of Hearing, Hearing
Taste of Technology	Houston	Deaf Hard of Hearing, Hearing
Austin Educator's Conference	Austin	Deaf Hard of Hearing, Hearing
Dallas Hearing Foundation	Dallas	Hearing
Houston Center for Independent Living	Houston	Deaf, Hard of Hearing, Hearing
Hearing Loss Association	Houston	Deaf, Hard of Hearing, Hearing
Texas Speech-Language-Hearing Association	Austin	Hard of Hearing, Hearing
Town Hall Meeting	Dallas	Deaf, Hard of Hearing, Hearing
Town Hall Meeting	Houston	Deaf, Hard of Hearing, Hearing
Town Hall Meeting	Big Spring	Deaf, Hard of Hearing, Hearing
Texas Assistive Technology Conference	San Antonio	Hard of Hearing, Hearing
Statewide Conference on Education of the Deaf/Hard of Hearing	Fort Worth	Deaf, Hard of Hearing, Hearing
Abilities Expo	Houston	Deaf, Hard of Hearing, Hearing

ANNUAL REPORT

September 2010 – August 2011

T RELAY
TEXAS
★ ★ ★ ★ ★

.

Table of Contents

Report provided by

Sprint Relay

Sprint Relay

Scott Demarest
Operations/Account Manager
1321 Rutherford Lane Suite 100
Austin, TX 78753
(512) 354-7001 Voice
scott.demarest@sprint.com

Dear Texas Public Utility Commission,

Sprint is pleased to have once again provided top-quality services to Texas customers in the fiscal year of September 2010-August 2011. Upon celebrating 20 years of providing outstanding relay services, Relay Texas and its Austin and Lubbock call centers launched its third decade of providing quality service delivery in September 2010. Highlights included serving relay consumers and promoting awareness about Relay Texas's products and services by exhibiting and presenting telecommunications relay and CapTel services across the state, including:

- Airing a CapTel public service announcement for 4,497 media spots
- Developing a Spanish-language version of the Relay Texas website
- Providing the TRS brochure and Don't Hang Up handout in Spanish
- Distributing Relay Texas newsletters

Sprint remains committed to TRS and CapTel customer service. Sprint is grateful for recognition by the Paisley Group for providing the best in TRS customer service and TRS typing speed. The Federal Communications Commission mandates that Relay Operators (RO) type at least 60 words per minute (wpm); Sprint ROs averaged 82 wpm. In addition, the CapTel customer service department expanded its hours to better accommodate customers' schedules.

Statistics once again demonstrate a 13.5% decrease in TRS minutes and a 14.2% decrease in CapTel minutes for this fiscal year. Going wireless has become more mainstream, and consumers continue to migrate to using relay services, including video communications, on their wireless devices.

The Relay Texas Account Manager position was restructured and Karl Ewan's duties were assigned to Sprint Relay managers. I took on additional responsibilities in my new role of Operations/ Account Manager.

Sprint thanks the Texas Public Utility Commission staff, Relay Texas outreach specialists and subcontractors, relay users, the community, and Sprint Relay for the opportunity to provide quality relay services and outreach education.

Sincerely,

Scott Demarest
Operations/Account Manager
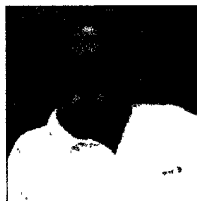
Relay Enhancements

CapTel Software Update

In August 2010, CapTel provided a software update for CapTel 800 and 800i telephone customers. The notice appeared on the unit's display screen, and customers could automatically update their phones. Instructions were also displayed on the screen throughout the process.

CapTel Customer Service Hours

In June 2011, Sprint extended its CapTel customer service hours of operation to seven days a week. Hours of operation are Monday-Friday, 7 a.m. to 7 p.m. Central, and Saturday and Sunday 8 a.m. to 5 p.m. Central. Customer service is closed on Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas, and New Year's Day.

Sprint Relay earns top honors for Best Overall Customer Care and Speed of Service from Paisley Group

Overland Park, Kan., April 19, 2011—Sprint announced that it has earned top honors in Customer Care and Speed in the 2011 Paisley Group National Relay TTY Performance Index™. Sprint Telecommunications Relay Services (TRS) enable text-telephone (TTY) callers and hearing callers to communicate with one another via trained relay operators. Paisley's National Relay TTY Performance Index included several domestic TRS providers.

In the Overall Customer Care category, Sprint was the only provider to earn a perfect score. The category captures the number of critical errors that relay providers make when relaying messages (such as errors that change the meaning of the message).

In the Speed category, Sprint's relay operators earned best in class honors, exceeding the Federal Communications Commission mandated typing speed (82 words per minute versus the mandated 60 words per minute).

Sprint ranked as the best in overall WPM and Passed Calls. Sprint's blazing-fast third-generation TRS platform also contributed to the win.

"Speed makes a difference in the relay industry—when callers receive faster service, government entities responsible for funding relay services are charged less time per call," said Jeff Rudolph, President and CEO of The Paisley Group Ltd. "Sprint's average conversation length of three minutes exceeds the three minutes and twenty-one seconds industry mean (2011) and stands in testament to an organization dedicated to optimal efficiency."

Sprint Relay Director Mike Ellis said, "The Paisley Group's report underscores Sprint's commitment to its customers. It has been our goal to deliver the best quality in relay services over the past 20 years, and we've consistently achieved it."

About Paisley Group, Ltd.
The Paisley Group is the leading third-party quality assurance organization and independent research firm. The Paisley Groups' professional analysis provides root cause data necessary for performance benchmarking and continuous contact center improvements. Learn more about The Paisley Group at www.thepaisleygroup.com.

Austin Relay Call Center

All Austin Center employees were involved in making this fiscal year an exceptional year. Efforts put forth by this exemplary team included a 98.63% quality assessment result from The Paisley Group which measures critical qualifications that relay providers must meet when relaying conversations. Sprint Relay operators had the highest positive scores of all national relay providers audited, and the Austin Center was the premier service provider of all Sprint and Sprint subcontracted centers.

Quality Control
Supervisors at the Austin center tested an Enhanced Remote Monitoring system to help ensure quality control. The system allows supervisors conducting Remote Quality Audit Observations to view exactly what a communications assistant sees while on a call.

Support During Disasters
Austin's support of Sprint Relay included staying operational beyond regularly scheduled service hours to guarantee top-notch service levels during the Midwestern winter blizzards and Eastern coast hurricanes in the summer of 2011.

Community Service
Austin Center employees supported corporate projects and local needs by participating in food drives and presenting the Capital Area Food Bank of Central Texas with $920 in cash donations and 80 pounds of food—enough for 4,670 meals or food for more than a year for a family of four. Austin employees also gave donations through the United Way Capital Area.

Lubbock Relay Call Center

CSD Lubbock Relay opened its doors September 1, 1995, and continues to be one of the TRS centers that implement 24-hour operations. CSD Lubbock employees recently celebrated 16 years of service to deaf, hard of hearing and speech-disabled customers, providing both English-language and Spanish-language services. The Lubbock Center is the primary center for Spanish customers, including Spanish Speech-to-Speech services.

In January 2011, CSD began utilizing software that permits supervisors to view real-time call processing to improve quality and feedback to relay agents.

LINK Program

CSD continues to use its LINK program to join together, or "link," customers' needs with the attributes expected from relay agents and management teams, and provides the means for continual improvement. One of the four LINK staff members is a Quality Supervisor whose primary focus and responsibility is the training and quality assurance programs.

Customer Service Initiative (CSI)

CSD welcomes new procedures from Sprint to improve upon its Customer Service Initiative (CSI) program. CSI focuses on improving the interaction between customers and relay agents, and empowering employees to provide customers with tools that will make the call flow more natural and friendly. Relay agents have the freedom to implement their customer service skills within Sprint's guidelines through the CSI program.

Community Service

CSD Lubbock has always been ready to respond to the community's needs. This year, CSD Lubbock gave back by:
- Contributing 2,000 items for area underprivileged citizens through the South Plains "U Can Share Food Drive,"
- Providing 1,460 items to local school districts in the "Stuff the Bus" school supply drive,
- Donating blood through the Local United Blood Services, and
- Supporting the Japan's earthquake and tsunami victims fund.
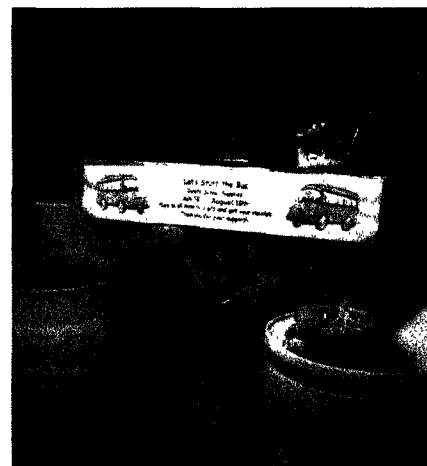
Relay Texas Statistics

Telecommunications Relay Service

The following charts indicate trends in the annual total number of conversation minutes and calls, relayed call volume, call origination, average speed of answer and service level, and contacts with customers. The numbers reflect the traditional relay services (such as TTY, Voice, Spanish TTY and Voice, VCO, Telebraille, and STS) currently provided by Relay Texas.

See appendix for a complete statistics report.

Conversation Minutes

Figure 1 displays the total monthly conversation minutes processed through Relay Texas. The total of 1,743,173 minutes includes all aspects of TRS services except Speech-to-Speech and CapTel, and represents a decrease of 13.5% as compared to last year.

Fig. 1: Conversation Minutes			
Sept.	160,266	March	171,717
Oct.	166,962	April	121,671
Nov.	149,663	May	125,934
Dec.	144,783	June	125,765
Jan.	140,368	July	118,333
Feb.	192,336	Aug.	124,375

Relayed Call Volume

Figure 2 depicts the total number of completed calls processed through Relay Texas. The calls include local, intrastate (both intralata and interlata), interstate, general assistance, toll-free, directory assistance, international, busy ring/no answer, and a few others.

Fig. 2: Call Volume			
Sept.	37,045	March	50,705
Oct.	42,544	April	34,371
Nov.	38,164	May	34,347
Dec.	37,578	June	33,242
Jan.	37,021	July	32,712
Feb.	52,933	Aug.	26,393

Average Speed of Answer and Service Level

Figure 3 illustrates that Sprint has once again exceeded the speed of answer requirement throughout the year. Speed of answer identifies the number of seconds required to answer a call. The daily requirement is that 85% of all calls be answered within 10 seconds.

The Average Speed of Answer (ASA) for this fiscal year was **1.66 seconds** and the Service Level (SVL) was **94.4% of calls** were answered within 10 seconds.

Fig. 3: ASA and SVL					
Month	ASA	SVL	Month	ASA	SVL
Sept.	1.6	95%	March	1.7	94%
Oct.	1.8	94%	April	1.3	96%
Nov.	1.9	94%	May	1.4	95%
Dec.	1.9	94%	June	1.5	95%
Jan.	1.6	94%	July	1.5	95%
Feb.	2.4	92%	Aug.	1.3	95%

'CC Annual Customer Contact Log

Relay Texas Customer Service handled customer contacts such as:

- Customer database profiles
- Technical issues
- Operator performance
- Informational materials
- Customer commendations

Each request from a relay user is given full attention and every effort is made to satisfy the customer. Annually, Sprint prepares and submits the Federal Communications Commission (FCC) Annual Customer Contact Log Report to the Texas Public Utility Commission administration, which, in turn, submits the report to the FCC. Figure 4 shows the TRS statistics for this fiscal year.

Fig. 4: Customer Contacts			
	Commendations	Complaints	Inquiries
Sept.	20	3	204
Oct.	11	1	200
Nov.	6	0	210
Dec.	11	0	236
Jan.	7	0	231
Feb.	2	3	208
March	15	1	264
April	6	3	262
May	7	1	309
June	8	1	309
July	7	1	285
Aug.	12	3	258
TOTAL	112	17	2,976

See appendix for further information.

CapTel

The following charts indicate trends in the annual total number of conversation minutes and calls, call origination and contacts with customers. The numbers reflect the CapTel relay service currently provided by Relay Texas.

Conversation Minutes

A breakdown of monthly minutes is shown in Figure 5. The total for this fiscal year was 2,033,965 CapTel conversation minutes, a decrease of 14.2% from last year.

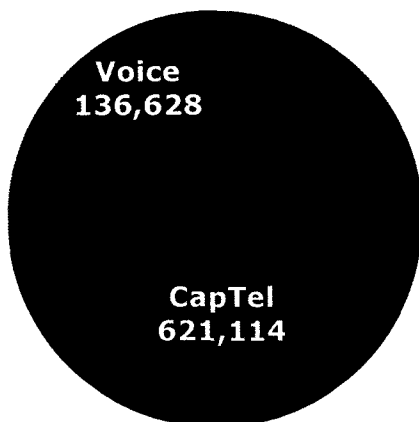| Fig. 5: CapTel Conversation Minutes			
Sept.	178,107	March	168,348
Oct.	175,541	April	159,635
Nov.	176,677	May	165,276
Dec.	173,897	June	166,952
Jan.	173,285	July	164,766
Feb.	154,987	Aug.	176,494

Call Volume

A total of 757,742 CapTel calls were generated this fiscal year. A breakdown of monthly call volume is displayed in Figure 6, which represents a decrease of 7.3% from last year.

Fig. 6: CapTel Call Volume			
Sept.	66,352	March	61,808
Oct.	65,591	April	60,892
Nov.	65,248	May	63,210
Dec.	66,670	June	62,850
Jan.	62,530	July	60,184
Feb.	58,930	Aug.	63,477

Fig. 7: CapTel Call Origination

Voice 136,628

CapTel 621,114

Call Origination

Figure 7 indicates that most Relay Texas CapTel calls were initiated by CapTel users.